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**Name : NIEL**

Email **[NIEL.335668@2freemail.com](mailto:NIEL.335668@2freemail.com)**

\***Degree certificate attested as per UAE requirements.**

**objective:**

* To secure a position that offers both challenge and good opportunity for growth.

**CAREER ACHIEVEMENTS:**

**8 Times Monthly Outstanding Agent Awardee**

TELUS INTERNATIONAL PHILIPPINES

TELUS Mobility

**3 Times Monthly Outstanding Resolution Specialist Awardee**

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**2 Times Quarterly Unbreakable Award Awardee**

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**2 Times Quarterly Top Agent with Highest Revenue Awardee**

Quarter 3 of 2011

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TELUS Mobility

**Qualifications:**

* Computer literate (Microsoft Excel, Microsoft Power Point and Microsoft Word)
* Excellent communication and interpersonal skills.
* Highly organized, flexible, with close attention to details and have demonstrated motivational and leadership skills.
* Eagerly accepts new challenges and adapts well to any possible situation.
* Easy to get with, self-disciplined, persevering, hardworking, prompt and willing to be trained.

# SKILLS:

* **IT:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Internet
* Time efficient, systematic working methodology
* CABMAN (Cab Management System)
* CMS (Car Management System)
* MilePower

# PERSONAL DATA:

**Nationality :** Filipino **Age** **:**        30 years old

**Date of Birth:** March 31, 1986 **Civil Status** **:** Single

# EDUCATIONAL ATTAINMENT:

**Western Visayas College of Science and Technology**

Iloilo City, Philippines

**Bachelor of Science in Electronics and Communication Engineering**

**June 2003 - March 2006**

**WORK EXPERIENCES:**

**THRIFTY RENT A CAR AND LIMOUSINE SERVICE LLC**

**OPERATION OFFICER/LIMOUSINE RESERVATION AGENT**

**February 03, 2013 – up to the present**

* Greet customers, complete necessary rental or parking information, disclose rates, terms and conditions of rental and obtain customer signatures while using effective sales techniques to encourage customers to utilize service options.
* Receive telephone calls and handle customer-related issues; direct other phone calls to appropriate personnel or take messages.
* Complete, review and submit various reports to supervisor.
* Maintain and update rental agreement files; contract and notify customers of overdue rental vehicles and inquire as to the expected date of return; process rental extensions.
* Balance money in counter drawers, retrieve amount of money collected during shift, complete deposit slip and place money in safe.
* Handling Daily Collections, Monthly Closing and reporting to the Finance Manager for any credit notes.
* Enter and maintain information in location logs.
* Maintain cleanliness of the rental office area and perform associated custodial duties.
* Complete Car exchange requests in Computer system.
* Perform related responsibilities as assigned or require
* Control the movement of the cars and Dispatch orders.
* Making reservation and making sure that the driver is on time for the said pick up time.
* Making Invoices and sending it to the respective companies.
* Filling and making sure that all Drivers’ Duty Sheet and Chauffeur Sheet’s including the vouchers are complete.

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**RESOLUTION SPECIALIST**

**4th Floor Market Market Global City, Taguig City**

**March 12, 2012 – Sept 22, 2012**

* Responsible for providing excellent customer service to clients
* Receives inbound calls and addresses customers’ concerns according to the policies and procedures of the business being supported.
* Attends to general inquires received and ensures that all issues are resolved
* Escalates special cases if absolutely necessary
* Ensuring that each individual performs as part with the standards set by the company and the client
* Monitors the performance of each team member against the specified account / program metrics, and provides the necessary support and assistance in order for metrics to be improved on, attained, or exceeded.
* Regularly performs tasks related to team management (i.e. coaching and mentoring, performance feedback), as well as data reporting on the team’s performance
* Performs administrative duties for the team (i.e. Day end report)
* Motivates agents to perform at their maximum capacity in order to fulfill professional growth targets and enhance the productivity of the account

**TELUS INTERNATIONAL PHILIPPINES**

**Floor Coach – TELUS Mobility Client Care**

**August 15, 2011 – March 12, 2012**

* Call Ownership Project: Off-queue support to Mobility Client Care on call-backs to ensure client satisfaction and reduced repeat calls and escalations
* Generating and Maintaining Call Ownership Project Reports. Updates COP reports (e.g., Daily/Weekly/Monthly Dashboard, SMS conversion, MP Escalation, etc.) for the account by retrieving and updating the respective files and data
* Floor Support: provide assistance and guidance to team members in managing customer, processes and escalations.
* Others. Performs tasks assigned by the Team Leader, Operations Manager and/or Account General Manager for the accomplishment of the account’s objectives
* Training and Development. If requested, aides in retraining, Call Ownership Programs orientations and huddles, COP workshops and roll outs of initiatives aimed at improving the Customer Experience of the program

**JP Morgan Chase & Co. Philippines**

**Client Care – CHASE Credit Card**

**June 20, 2009 – August 12, 2011**

* Provide personalized customer service to exceed clients' time and quality expectations.
* Processes transactions promptly and accurately responds to client requests and inquiries, including the administration of all rewards and fees.
* Processing customer inquiries by proceeding through appropriate work flows determined by probing and listening.
* Responsible for attending financial and non-financial customer inquiries (e.g. billing errors, disputed transactions, misapplied payments and other general inquiries and account maintenance).
* The position entails integrating knowledge of Chase products and services in recognizing customers' needs; asking questions to learn about customer preferences directly related to Chase products and services, explaining features and benefits and how it addresses account holder's preferences or concerns, facilitates enrollment of the customer in the program or transfers them to the correct department to process client's request.
* The Representative is passionate about providing quality customer service and enjoys working in a marketing support-focused environment as well.
* The candidate is results-oriented and enjoys the challenge of meeting or exceeding goals.
* As a Customer Service Representative, the position plays a key role in helping Chase retain and grow the business through the ability to provide high quality customer service and be well equipped with products and services knowledge so as to enhance customer's experience.

**TELETECH T-MOBILE**

**Customer Service Representative – TELETCH T-Mobile Account**

**5th Floor SM CITY, Manduriao, Iloilo City**

**Mar 16, 2009 – June 18, 2009**

* Responsible for answering all Inbound calls.
* It will be the duty to satisfy the customer’s queries with his or her best knowledge & experience about the service.
* Respond to billing inquiries and handle customers’ high bill complaints. Resolve customers' service or billing complaints by performing activities such as refunding money and adjusting bills. Credit negotiations (payment extensions, arrangements, turn-ons and turn-offs).
* It will be the duty to handle the customer complaints associated with different services and products related issues, inquires and the quires. And sell the services and products to the customers with appropriate system and has to fulfill the assigned targets.
* To properly take note of customers account or leave proper documentation to the account.

**ePLDT VENTUS**

**Inbound Sales Representatives – ePLDT Ventus Teleflora**

**December 22, 2008 – Mar 15, 2009**

* Responsible in answering all inbound calls and discovering the concerns of the customer and handling them efficiently.
* Responsible in placing an order while also answering questions or resolving customer issues. Identifying what clients need and offer products that will suite to their needs.
* Handle clients with billing concern and complaints about their orders.
* Selling and promoting the products and services Teleflora to current as well as prospective customers
* Developing and maintaining relationship with current customers.

**ANVIC INTERIOR DESIGN AND CONSTRUCTION (PHILS.), INC.**

**STOREKEEPER**

**July 06, 2007 – December 08, 2008**

### Receives and inspects all incoming materials and reconciles with purchase orders; processes and distributes documentation with purchase orders; reports, documents and tracks damages and discrepancies on orders received.

### Makes intra- and inter-campus deliveries of requested surplus office furniture and merchandise; maintains records of all deliveries.

### Fills supply requisitions; assists buyer to order adequate merchandise and supplies; delivers orders to faculty and staff.

### Receives, stores, tags and tracks surplus property; prepares property lists for items to be sold at auction.

### Receives and stores documents and confidential files; maintains record of approved document and confidential file destruction.

### Ships canceled and damaged items back to vendors as appropriate.

### Delivers and sets up furniture for various campus events as requested.

### Handles and documents storage and transportation of hazardous materials.

### Maintains the warehouse, records area and stores area in a neat and orderly manner.

### Answers questions regarding procedures and resolves discrepancies regarding receipts, deliveries, warranties, repairs and surplus property.

### [National](http://www.starbucks.com/) Food Authority

**STOREKEEPER**

**January 15, 2006-June 5, 2007**

* Receives and inspects all incoming materials and reconciles with purchase orders; processes and distributes documentation with purchase orders; reports, documents and tracks damages and discrepancies on orders received.
* Receives and stores documents and confidential files; maintains record of approved document and confidential file destruction. Maintains the warehouse, records area and stores area in a neat and orderly manner.

# TRAININGS ATTENDED

**People Empowerment Training**

December 2011

TELUS INTERNATIONAL PHILIPPINES

TELUS Mobility

**Mobility Apprenticeship Program**

June 2012

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TELUS Mobility